

Transcript of DSAP Annual Report 1 April 2022 to 31 March 2023 video

[Music playing]

[Images of care and safeguarding work, logo of Durham Safeguarding Adults Partnership]

[Text on screen 'Durham safeguarding Adults Partnership Annual Report 2022 to 2023']

[Icons related to the contents and text boxes appear on the screen then move over to a permanent position on the left side of the screen]

[Text on screen 'Contents; Key points, Chair's foreword, Introduction, The local picture']

[Text on screen 'Our vision and partners, Safeguarding Adult Reviews, Strategic plan and priorities, Governance review and audit, Safeguarding issues']

[Text on screen 'Professional and community engagement, Quality assurance and the Safeguarding Adults Collection return, Looking ahead, Partners' action reports']

Key Points

[Image icon and text box move from contents section to main area]

[Text on screen 'Three core statutory partners']

[Images of Durham County Council logo, Durham Constabulary logo and NHS North and North Cumbria Integrated Care Board logo. Pie chart showing types or patterns of abuse in County Durham]

[Text on screen 'Types or patterns of abuse, 24% physical abuse, 21% Neglect and Acts of Omission, 16% Self-neglect, 15% Financial abuse, 9% Psychological, 15% Others']

[Text on screen 'Out of every 100 enquiries, the risk was removed or reduced in 86, Where adults expressed wishes or outcomes in 92 out of every 100 enquiries these were fully or partially met, We published 3 of our guides to using the Mental Capacity Act']

Chair's foreword

[Images icon and text box move from contents section to main area. Photo of the Independent Chair Lesley Jeavons]

[Text on screen 'As Independent Chair of the Durham Safeguarding Adults Partnership, I am pleased to present this annual report for April 2022 to March 2023. A fundamental task of our partnership is to lead safeguarding arrangements across our locality and oversee and co-ordinate the effectiveness of the work of its member and partner agencies']

[Text on screen 'Therefore, I have continued to meet with Chief Officers and senior leaders of statutory and relevant partner organisations including the voluntary and community sector on a regular basis, to seek such assurance and discuss relevant issues and system pressures. Meeting with leaders is just one way of securing assurance however for me, hearing about safeguarding activity at a grass roots level is just as vital for our partnership. I am pleased that I have been able to continue meeting front line practitioners from adult social care and the NHS who always leave me proud of their commitment to deliver the best service they can to the public.']

[Text on screen 'I am encouraged that despite the continued challenges due to the cost of living and pressure on services, our safeguarding partnership has continued to deliver effective interventions and multi-agency working. This is a significant achievement given the challenges currently being felt

across the public sector in relation to workforce. Health and social care providers undertake an essential role both in the lives of the people and their families who need it and in the wider functioning of the health and care system. Without a fit for purpose workforce, people and their families face impossible circumstances and worryingly, levels of vulnerability will increase significantly. In County Durham, partners are working together to agree how best to maximise opportunities to support the whole system workforce and to explore ways in which collective action might be taken, this is to be commended.’]

[Text on screen ‘As part of our requirement to report upon Safeguarding Adults Review activity, I am pleased to report that the complex Safeguarding Adults Review (SAR) into Whorlton Hall has been reported on. It is important that we acknowledge the distress suffered by those who were resident at Whorlton Hall and their families. The treatment they received was unacceptable and no-one could fail to have been shocked and saddened by what happened.’]

[Text on screen ‘The report offers a window on wider national issues and highlights problems that are endemic to this sector of the care system. Therefore, going forward, we will be working with national agencies such as NHS England and the Department of Health and Social Care to ensure the review outcomes are acted upon.’]

[Text on screen ‘Finally, on behalf of the Partnership, I would like to express my sincere thanks to all of our partners and to the many health and social care providers who have worked with us to ensure that safeguarding adults continued to be a priority. We do not underestimate the challenges faced by the sector however by working together we believe we stand a much better chance of delivering the outcomes that truly matter to the people we serve.’]

Introduction

[Images icon and text box move from contents section to main area.]

[Text on screen ‘The Durham Safeguarding Adults Partnership (DSAP) is the mechanism for overseeing the effectiveness of arrangements across County Durham to prevent abuse from taking place, to protect adults at risk of or who are enduring abuse or neglect, and to ensure people remain as safe as possible in our communities. This is known as safeguarding adults.’]

[Text on screen ‘Durham Safeguarding Adults Partnership’s (DSAP) statutory duties under the Care Act 2014 are to:

- Publish a strategic plan, priorities and objectives
- Undertake or commission Safeguarding Adult Reviews when the criteria for them is met
- Publish an annual report setting out how the Partnership met its objectives, the contribution of our partners, and its response to any Safeguarding Adults Reviews’]

[Text on screen ‘This Annual Report outlines what DSAP has done in County Durham to meet our priorities, drawing upon a range of data and information from partners to illustrate the effectiveness of safeguarding arrangements for adults with needs for care and support. Our key focus in 2022/23 was ensuring that safeguarding adults remained a priority in County Durham during the recovery from the Covid-19 pandemic and to support learning from Safeguarding Adults Reviews and ongoing improvement in practice.’]

The local picture

[Images icon and text box move from contents section to main area.]

[Text on screen ‘Co Durham data’

- In March 2022 there were **522,100*** people living in County Durham
- **420,800*** people are 18 years and over
- **111,300**** were adults aged 65 years and over

*ONS Census March 2021

** extrapolated estimate from Census']

[Text on screen 'On 31 March 2022 Durham County Council were paying for or had arranged Home Care for **2,671** people over 64 years. Care Home (residential and nursing care) places for **3,062** people over 64 years']

[Text on screen 'There were **10,150** adults with a learning disability. About **7,800** adults with dementia living in County Durham']

Our vision and partners

[Images icon and text box move from contents section to main area.]

[Images of the logos belonging to the organisations appear above each name]

[Text on screen 'The Partnership has three statutory partners:

- Durham County Council
- NHS North East and North Cumbria Integrated Care Board
- Durham Constabulary']

[Images of the logos of the other partners who work together]

[Text on screen 'To support its work The Partnership has a wider membership of relevant partners, stakeholders, the Council's Portfolio Holder for Adult and Health Services and lay members

- Tees, Esk and Wear Valleys NHS Foundation Trust
- County Durham and Darlington Fire and Rescue Service
- County Durham Age UK
- Care Quality Commission
- Healthwatch County Durham
- Durham Community Action
- Inclusion North
- Department for Work & Pensions
- National Probation Service
- HM Prison Service
- Durham Police and Crime Commissioner's Office
- New College Durham
- County Durham and Darlington NHS Foundation Trust']

[Text on screen 'Our vision: We will support adults at risk of harm to prevent abuse happening. When it does occur, we will act swiftly to achieve good outcomes and we will consult with the Local Healthwatch as a source of support to inform DSAP activity']

[Text on screen 'The role of the Independent Chair']

[Images, Icons related to the content and text appears on screen]

[Text on screen 'DSAP has an Independent Chair which brings strength, assurance and challenge to the Partnership. Our Independent Chair has a dedicated work programme and works alongside colleagues of the National Network of Safeguarding Adults Board Chairs (and their programme of

work). The Independent Chair held 75 meetings with partners, and supports and drives the direction of business, monitoring risk, and ensuring she is fully informed of the local picture’]

[Text on screen ‘Throughout the year the Independent Chair requested and sought assurance from partners related to nationally emerging themes. Such as self-neglect, and creating safeguarding cultures in organisations’]

Safeguarding Adult Reviews

[Images icon and text box move from contents section to main area.]

[Images, Icons related to the content and text appears on screen]

[Text on screen ‘Under the Care Act 2014, the Partnership should undertake a Safeguarding Adults Review (SAR) when an adult with care and support needs has either died or is living but has been seriously harmed, and there are concerns about how partners worked together to protect the adult. SARs are all about what can be learnt about improving practice, what worked well, and about cooperation between organisations. SARs are not about blaming any individual or organisation.

- 1 SAR was completed during 2022/23
- 1 SAR was ongoing at the end of 2022/2023’]

[Text on screen ‘All findings and actions from SARs are monitored by a local panel of partner agencies for emerging themes. Examples of themes include, working with adults who self-neglect, or who misuse alcohol and substances, application of the Mental Capacity Act 2005 and creating safer organisational cultures’]

[Text on screen ‘Last year in County Durham 16 out of every 100 safeguarding enquiries involved self-neglect – this continues to be a steady year on year increase. It is likely that this is due to a combination of increased recognition of self-neglect as a safeguarding adults concern as identified by the Care and Support Statutory Guidance, and improving practice in approaches to work with adults to reduce harm and the impact of self-neglect’]

[Text on screen ‘Local SARs have also had themes of self-neglect and the Partnership has continued its work in this area this year. A pathway and toolkit about adults have been developed that includes those who self-neglect and hoard, where staff find it hard to engage them with safeguarding. The lack of proper use of the Mental Capacity Act (MCA) in safeguarding adults is a theme of nearly all SARs. We continued to support staff with MCA training and published the next three in our series of guides, The MCA: what good looks like’]

[Text on screen ‘The difference that the findings from SARs have made for practice and partnership work. We continued to embed learning and from local and national SARs. Progress has included:

- Partnership scrutiny of the learning from our complex SAR through a Development Day
- The development of a written briefing and a training course on Closed Cultures
- Key events for practitioners and partners in Safeguarding Week such as the launch of our training ‘SARs, Local and National Emerging Themes’
- Practitioner briefings, newsflashes and ebulletins
- Risk Factor training, of which SARs were a feature’]

[Text on screen ‘Completion of the Whorlton Hall SAR. This was a complex SAR for the people who lived at Whorlton Hall in County Durham.

- Organisational abuse is one of the 10 types and patterns of abuse and neglect illustrated by the Care and Support Statutory Guidance
- The combination of structure, policies, processes and practice that can result in organisational abuse has been identified as a closed culture

- This was an aspect of Whorlton Hall’]

[Text on screen ‘In December 2022, the Partnership published the Executive Summary of the SAR, with the intention to publish the full report on completion of the ongoing criminal process

- At a National Level
- The Summary outlines seven system findings for change at a national level’]

[Text on screen ‘Systems findings from SAR Whorlton Hall:

Effective Safeguarding processes

1. Lack of standards or expertise requirements for provider-led safeguarding investigations
2. Absence of a sustained relationship of trust with a professional for each individual in a specialist hospital, that it a prerequisite to effective safeguarding responses in such settings

Advocacy

3. An illusion of advocacy provision for people with learning disabilities, and/or who are autistic in specialist hospitals
4. Need for closer working between CQC and Local Authorities to improve outcomes from organisational safeguarding enquiries in specialist hospitals

Specialist Hospital closures

5. Gaps in guidance and funding responsibilities for emergency specialist hospital closures after organisational abuse or deregulation

Achieving alternative models of care

6. No clear national approach or governance mechanism to pull together Building the Right Support, all other relevant initiatives and learning into coordinated and adequately resourced action to transform care
7. No evidence-base for what made a CCG effective at ‘micro’ commissioning and quality assurance of services for people with learning disabilities and/or who are autistic to inform ICSS’]

[Text on screen ‘In response to these findings, the Partnership has linked in with the Norfolk Safeguarding Adults Board to explore the learning from Cawston Park and the synergy with Whorlton Hall, and will continue to explore joint working opportunities’]

[Text on screen ‘Local Work. Following the Whorlton Hall review, there is also proactive ongoing work at a local level. The Care Quality Commission (CQC) delivered a session during Safeguarding Adults Week on creating safer organisational cultures. Our Closed Cultures briefing for practitioners was published during the year’]

[Text on screen ‘Closed Cultures training has been developed and delivered by our Independent Chair. Professional Curiosity and its importance (as highlighted in SARs and other serious incident reports) continues to be promoted via our training and practitioners briefing’]

Strategic Plan and Priorities

[Images icon and text box move from contents section to main area.]

[Images, Icons related to the content and text appears on screen]

[Text on screen ‘A Strategic Plan setting out the three agreed priorities was in place from September 2020 to March 2023 with a focus upon Covid-19 recovery. Towards the end of the year the Plan was reviewed by Partners and a refreshed version to 2026 will be published next year. Each priority, held by a working group of the Partnership, has its own objectives’]

[Thumbnail Image of strategic plan on a page appears]

[Text on screen 'Reflection and Innovation: Reflect upon the learning from Covid-19, and inform new ways of working.

- Monitor and analyse patterns for safeguarding reports
- Address specific issues with a Covid lens: domestic abuse, hidden victims, self-neglect. Identify trends and impact on agencies
- Prioritise any new areas of work based on intelligence / data collection']

[Text on screen 'Safeguarding Assurance: Seek assurance from agencies and use that information to strengthen safeguarding.

- Monitor compliance with safeguarding adult standards and quality including mental capacity and Deprivation of Liberty Safeguards
- Monitor impact of Covid-19 on safeguarding activity
- Consider SARs and other reviews and gain assurance that learning has been applied
- Gain assurance on the themes from Reflection and Innovation and inform messages and training']

[Text on screen 'Communications and Engagement: Share key messages with our community, our networks and work co-productively with adults.

- Ensure effective and clear communication for professionals, the public, and people accessing safeguarding services
- Link with partners and wider agencies over priority safeguarding messages e.g. social isolation, hate crime, domestic abuse, and financial abuse and scams
- Ensure the voice of adults is heard in all Partnership safeguarding activity
- Deliver annual Safeguarding Week and take forward work to support empowering people with learning disabilities']

[Text on screen 'Partnership meetings, group meetings, events and development days were held throughout the year. There was a move back to face-to-face development days for the Partners and a hybrid model combining online and face-to face meetings for Board meetings and working groups']

[Text on screen 'We continued our safeguarding adults training programme, delivered our planned programme and responded to requests. 42 core and new multi-agency courses were delivered, and 816 places were taken up (some participants attend more than one course).

- 8 Raising a Concern course (295)
- 6 Managing the Concern courses (137)
- 3 Practitioners roles and responsibilities courses (39)
- 4 Providers roles and responsibilities courses (44)
- 6 Domestic Abuse and Safeguarding Adults courses (102)
- 7 Mental Capacity Act and Safeguarding Adults courses (89)']

[Text on screen 'Raising a Concern Workbook. We awarded 762 certificates to people who completed the Raising a Concern Workbook and passed the assessment. We awarded 14 certificates to adults who completed the Stop Abuse Now workbook, and 1 certificate to an adult who completed the Staying Safe workbook']

[Text on screen 'New Courses. During the year our new courses about modern slavery, learning from SARs and closed cultures were promoted. The Closed Cultures training was developed by our Independent Chair and delivered in person. 3 sessions were delivered to 40 practitioners. It is planned to continue next year including development for other staff groups']

[Text on screen 'Two SAR workshops were launched in Safeguarding Adults Week 2022.

- SARs: Local and National Emerging Themes
- SAR Referrals – What Good Looks like

Following this they were offered as part of the multi-agency offer. 3 sessions were delivered to 30 participants’]

[Text on screen ‘Modern Slavery ‘Must Knows’ introduces the issues surrounding modern slavery, human trafficking and safeguarding. 2 sessions were delivered to 40 participants’]

[Text on screen ‘Single-agency and Joint Training. Where possible we respond to requests for specialised training and delivered 2 sessions to 29 participants from single agencies and teams. We took part in delivering joint training with the NHS North East and North Cumbria Integrated Care Board and with Durham County Council Adult and Health Services. We also delivered training on trafficking and refugees to Sunderland University Social Work students’]

Governance Review and Audit

[Images icon and text box move from contents section to main area.]

[Images, Icons related to the content and text appears on screen]

[Text on screen ‘During 2022 we reviewed our governance arrangements for Durham Safeguarding Adults Partnership which was agreed and signed by partners. We also updated our Information Sharing Agreement, signed by partners in January 2023. Preparations took place for a comprehensive audit of partners’ safeguarding adults performance. Partners were sent the newly developed County Durham self-assessment audit tool towards the end of the year, with peer review clinics planned for the next year’]

Safeguarding Issues

[Images icon and text box move from contents section to main area.]

[Images, Icons related to the content and text appears on screen]

[Text on screen ‘How the partnership addressed emerging issues. Some of the issues that emerged during the Covid-19 pandemic were still current during the year, in addition to the emergence of new issues’]

[Text on screen ‘We continued to promote regular messages about keeping people safe from evolving fraud and scams especially new ‘cost of living’ scams replaced previous Covid-19 vaccine fraud. We regularly included fraud and scams in ebulletins and continued to strengthen our working relationship with Durham County Council Trading Standards. We continued to promote our Domestic Abuse and Safeguarding Adults course and briefing paper. We continued to share learning from Court of Protection cases about safeguarding issues, Best Interests decisions made for the Covid-19 vaccination, and the information to consider in relation to adults with hoarding behaviour’]

Professional and community engagement/ Prevent and learning

[Images icon and text box move from contents section to main area.]

[Images, Icons related to the content and text appears on screen]

[Text on screen ‘Safeguarding is everybody’s business. We worked to promote this understanding through messages, events, ebulletins, briefings and training content’]

[Text on screen ‘Communication and Engagement Strategy and Communications Plan. The Communication and Engagement Strategy and its Communications Plan were both reviewed by the Communication and Engagement group with the development of a new three-year model, which will be finalised next year’]

[Text on screen 'The Communication and Engagement group considered the analysis of a practitioners survey. The main focus was on support and supervision for staff especially in relation to coming out of the Covid-19 pandemic. The analysis highlighted a need for support in raising differences of opinion, and also demonstrated less confidence in relation to understanding organisational abuse']

These areas were addressed during the year by the work to develop a procedure for Managing Professional Differences and the work on raising awareness of Closed Cultures. The Group was informed about joint work with Durham Safeguarding Children Partnership over a shared transitions protocol for when safeguarding concerns remain as children become adults']

[Text on screen 'Also reported to the Group was work by Durham County Council Adult and Health Services to convey safeguarding messages with Deaf communities following enactment of British Sign Language (BSL) Act 2022, and recent frauds and scams such as romance scams targeting BSL users']

[Text on screen 'Safeguarding Week 2022. We held our annual event in November 2022. Safeguarding Week is the key way that DSAP involves practitioners, providers and the local community in safeguarding adults awareness through webinars we arrange and resources we promote;

- 267 attendances
- 14 webinars
- 7 events by partners promoted
- 6-page directory of resources and films shared']

[Image of part of the Safeguarding Week resources pack.]

[Text on screen 'Key themes during the week']

[Image showing a list of the events offered during the week.]

[Text on screen 'What to do about self-neglect. Our film 'What to do about self-neglect' was launched during Safeguarding Week 2022. The film aims to raise awareness about self-neglect and what can be done to help those experiencing self-neglect']

[Text on screen 'The voice of professionals practitioners and volunteers. Safeguarding Week 2022: What you told us']

[Image showing out of 5 stars our average rating was 4.68. Out of 113 evaluations 5 stars (70.8%), 4 stars (26.5%), 3 stars (2.7%)]

[Images of business people giving feedback in quotes]

[Text on screen 'If something doesn't sit well, report it! Everyone is responsible - it's everyone's business to report concerns. Case study was simple but effective and reflected every day practice made you think about patients you have had and how you approached it. The scope of intervention the fire service can provide, and their commitment to reduce fire risk in our communities. The need to be curious, person-centred and focussed on good outcomes. To consider more the use of Human Rights Legislation']

[Images of business people giving feedback in quotes]

[Text on screen 'Training: What you told us']

[Image showing Out of 5 stars our average rating was 4.75. Out of 434 evaluations 5 stars (79.5%), 4 stars (17.5%), 3 stars (3.0%)]

[Text on screen 'Best Safeguarding/ Raising a concern session I have attended in 15 years. Was very informative, good explanations. Great examples and scenarios and very pleased to see a slide on Carers! It has made me more aware of practicable steps to use with service users and what information needs to be given to ensure they are making an informed decision. Be more mindful of the language / terminology I use relating to the practices of trafficking and modern slavery: "enslaved person" rather than "slave". Be more observant as to whether agreed actions are being carried out by the individual, not just accepting that they have said that they have understood. Very informative and practical - i.e. how actually applies to a working role and also in personal life. Really helpful signposting and resources. Just downloaded NHS Safeguarding App onto my phone!']

[Text on screen 'How we promoted messages. Key safeguarding messages for professionals and for the public were developed and cascaded. Articles were written and included in partner newsletters, such as:

- Guidance and Practice Bulletin for providers
- Care Academy news
- NHS Clinical Commissioning Group news (now known as NHS Integrated Care Board)']

[Text on screen 'We monitored our website which had 32,783 website visits (18,899 people). There were 1,480 visits to the 'report abuse' webpage. An increase of 9.5%']

[Text on screen 'Visits to the top three webpages:

- Training page 4,112 (1,983 people)
- Do I always need the victim's consent to make a safeguarding referral page 3,446 (2,058 people)
- Policies and Procedures page 2,624 (1,400 people)']

[Text on screen 'Durham Community Action and DCC Area Action Partnerships cascaded Partnership safeguarding messages via networks and social media']

[Text on screen 'Key messages for professionals and the public. We cascaded 46 communication emails to partners throughout the year to support raising awareness and prevention, including a range of learning opportunities:

- 37 ebulletins to partners (with some shared more widely)
- 14 ebulletins to the Trainers Network
- 5 Awareness Day bulletins
- 5 Newsletters
- 2 Single topic briefings for practitioners including 7 self-neglect 7-minute briefings
- 3 MCA guides']

[Images of some of the briefings published]

[Text on screen 'Trainers were supported with key messages about:

- Use of the Mental Capacity Act 2005
- Covid vaccination Court of Protection cases
- The relevant information in hoarding as set out in the Court of Protection for the first time
- Resources specific to County Durham for staff completing national elearning or training in other areas
- The revised local Prevent referral flowchart and the new Home Office Prevent awareness training']

[Text on screen 'Training Needs Survey. Durham Safeguarding Adults Partnership is committed to continual improvement and to hearing from the staff and volunteers who support adults in County Durham. Awareness about safeguarding adults and knowing what to do about concerns is a must for

all staff and volunteers who come into contact with the public, and all staff and volunteers who work with adults with needs for care and support. We developed a question set with partners for a Training Needs Survey to be circulated in April 2023']

[Text on screen 'Community Engagement. We maintained our links with key stakeholders around safeguarding adults issues. Links with wider initiatives – Adult Social Care project Supporting the Provider Market, Primary Care learning sessions, and Registered Managers Networks. Maintained links to the local Healthwatch and Voluntary and Community Sector']

[Text on screen 'Durham Anti-Slavery Network. Durham Safeguarding Adults Partnership holds the governance arrangements on behalf of the Police and Crime Commissioner for work to improve practice and prevent modern slavery and human trafficking. Tackling Modern Slavery and human trafficking also draws on wider partnerships, such as the Durham Safeguarding Children Partnership and Safe Durham Partnership']

[Text on screen 'Support for Providers. Following feedback and requests for support, work to develop a guide about Section 42 enquiries and potential actions by providers was completed. We regularly attended the Registered Managers' Networks and delivered updates and training']

Quality Assurance and the Safeguarding Adults Collection Return

[Images icon and text box move from contents section to main area.]

[Text on screen 'The Safeguarding Assurance Group's focus on compliance with standards and quality has been achieved through a range of reports made to it and its activities.

- Individual agency assurance reports delivered by each partner in turn throughout the year, for example the DCC Integrated Commissioning Team ask providers about the display of safeguarding information, posters and guidance in their setting and the Care Academy supports the adoption of positive behavioural support by providers
- An example reported of the use of professional curiosity by a professional led to joint work by Durham County Council with the Gangmasters and Labour Abuse Authority which uncovered potential cases of modern slavery
- Ongoing targeted pieces of work, such as our response to self-neglect, and domestic abuse
- Consideration of Resident to Resident Abuse to support providers in reporting such cases
- Continuation of work focused on transitions. Adults who self-neglect may have been known to children's safeguarding and there may be scope for prevention work at the point of the move from children services
- Reducing the use of restraint and / or seclusion in health and social care practice with work to develop good practice principles']

[Text on screen 'The group consulted on the new procedure Managing Professional Differences. This was supported by the review and update of the Good Practice Toolkit Collaborative Working and Information Sharing between Professionals to protect Adults']

[Text on screen 'The Reflection and Innovation Group focused on data especially in relation to a reported increase in domestic abuse with gay and male victims. Links between reported incidents, crimes, and individuals at CQC registered adult care homes were explored. It led to development of a briefing for providers about Criminal Offences, supporting the principle of access to justice for people living in a care setting. It informed a briefing about Resident to Resident Abuse to be published next year, balancing public interest when the person causing harm has a condition such as dementia']

[Text on screen 'The group had oversight of work to develop a multi-agency data dashboard using Power BI to better inform an analysis of trends, leading to practice improvement']

[Text on screen 'Reported safeguarding adults concerns and safeguarding enquiries. The number of safeguarding adults concerns, that an adult is at risk of or is experiencing abuse or neglect including self-neglect, reported to Durham County Council increased by 10.6% compared to the previous year although the level is still not as high as the year before Covid-19 in 2019/20. During the pandemic we think it likely that national lockdowns and visiting restrictions both socially and to care settings reduced the reporting of concerns']

[Text on screen

- '2019/20, 12,708 Safeguarding concerns (an average of 244 per week)
- 2020/21, 9,502 Safeguarding concerns (an average of 182 per week)
- 2021/22, 9,431 Safeguarding concerns (an average of 181 per week)
- 2022/23, 10,544 Safeguarding concerns (an average of 202 per week)']

[Text on screen 'Sometimes more than one concern is reported about the same person. In 2022/23 concerns were reported about 6,949 individuals']

[Text on screen 'In 2022/23 there was a 9% increase in reported concerns nationally. We know this from data that is published in the NHS Digital Safeguarding Adults Collection (SAC)']

[Text on screen 'Under the Care Act 2014, Section 42 (S42); the local authority has a statutory duty to undertake safeguarding enquiries when it suspects an adult in its area (whether or not ordinarily resident):

- has needs for care and support (whether or not the local authority is meeting any of those needs)
- is experiencing, or at risk of, abuse or neglect
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect']

[Text on screen 'Not all reported concerns become formal safeguarding enquiries. After a concern is initially reported it may not be known if the three criteria for the duty above are met, such as whether the adult can protect themselves, until there is more fact finding']

[Text on screen 'Sometimes the concerns have been addressed before a safeguarding enquiry has been opened. Sometimes other activity is appropriate such as assessing needs for care and support, or a carers assessment, use of complaint system or no further action']

[Text on screen

- '2019/20, 4,364 Safeguarding enquiries (a weekly average of 84)
- 2020/21, 3,940 Safeguarding enquiries (a weekly average of 76)
- 2021/22, 2,954 Safeguarding enquiries (a weekly average of 57)
- 2022/23, 4,048 Safeguarding enquiries (a weekly average of 78)']

[Text on screen 'This was an increase (27%) in safeguarding adults enquiries from the previous year. This may reflect more accurate reporting of concerns. Sometimes more than one enquiry takes place involving the same person within the year. The number of individuals involved in 2022/23 was 2,621']

[Text on screen 'Nationally, safeguarding concerns that resulted in safeguarding enquiries increased by 7% in 2022/23']

[Text on screen 'Features of concluded safeguarding enquiries. In 2022/23, out of the 4,048 opened safeguarding enquiries, 2,946 were concluded. 351 safeguarding enquiries required an increased level of coordinated multi-agency response by the Adult Protection Team. An average of 7 per week']

[Text on screen 'Most frequent types and patterns of abuse. In 2022/23 nationally Neglect and Acts of Omission was the most frequent type of abuse identified in 32 out of every 100 safeguarding adults enquiries']

[Text on screen 'In County Durham in 2022/23 for every 100 safeguarding adults enquiries types or patterns of abuse were:

- 24 involved Physical abuse
- 21 involved Neglect and Acts of Omission
- 16 involved Self-neglect
- 15 involved Financial abuse
- 9 involved Psychological abuse']

[Text on screen 'The location of risk or abuse for every 100 safeguarding adults enquiries that concluded in 2022/23.

- 50 were in the person's own home
- 36 were in residential or nursing care
- Nationally the location of the risk in 2022/23 was in people's own home in 47 out of every 100 safeguarding enquiries']

[Text on screen 'Risk removed or reduced. Out of every 100 concluded enquiries no risk was identified in 18 cases. For every 100 concluded safeguarding enquiries where risk was identified, it was removed or reduced in 86 cases. This is comparable to last year in County Durham of 85 cases and to the 2022/23 national figure of 91 cases']

[Text on screen 'Making Safeguarding Personal – putting the adult's wishes at the centre. As part of the Making Safeguarding Personal approach, throughout the safeguarding enquiry an adult is asked what they want to happen, that is, what are their wishes. An adult's representative (family, friend, or advocate) speaks for them if they are unable to give their views']

[Text on screen 'Out of the concluded safeguarding enquiries, for every 100 adults or their representatives who were asked and who expressed a view:

- 74 had their wishes fully met
- 18 had their wishes partially met
- Combined at 92, this is comparable to 93 in 2021/22']

[Text on screen 'Advocacy and Capacity. Safeguarding enquiries should always consider the mental capacity of an adult in relation to the safeguarding decisions to be made. Guidance tells us that when safeguarding enquiries are carried out, if people may have difficulty in being involved they should be asked if there are family or friends offering support, and advocacy support should be offered when needed']

[Text on screen 'For every 100 safeguarding enquiries that concluded during the year, 33 involved an adult assessed as lacking capacity to make some decisions in relation to safeguarding intervention/support. Out of every 100 of these cases, 33 were supported by family, friends, or advocates']

[Text on screen 'Case Studies. The Partnership agreed in 2020 that monitoring the effectiveness of local safeguarding arrangements should include real life examples. When concerns emerge for care providers, the local authority may trigger specific safeguarding processes']

[Text on screen 'Those processes will include working with partner agencies and providers in addressing those concerns. The Partnership takes an active role in hearing about those safeguarding processes and having sight of the 'reality of practice''']

[Images of care being given appear on screen.]

[Text on screen 'This safeguarding enquiry illustrates:

- The Partnership Principle
- Making Safeguarding Personal involving family carers speaking for the adult if they do not have capacity to be involved in the safeguarding process
- That cumulative complaints can develop into neglect or organisational abuse if not addressed

Identifying details have been changed']

[Images of a lady representing the subject]

[Text on screen 'Mrs 'Edith Miller', (not her real name) a resident from another local authority, lives in a care home in County Durham']

[Text on screen 'Edith's adult children raised concerns about her care with the Care Quality Commission (CQC) who reported a safeguarding adults concern about potential neglect to DCC Social Care Direct (SCD). The concerns being raised related to lack of heating, falls being unreported, lift not working, and nutritional needs not being met']

[Text on screen 'Under the Care Act 2014, Durham County Council is responsible for safeguarding enquiries for adults in its area whether or not they are 'ordinarily resident', while Edith's local authority is responsible for assessing Edith's needs for care and support, agreeing her care, and liaising with her care provider.']

[Text on screen 'SCD opened a safeguarding enquiry involving Edith's family, the CQC, the care provider, and Edith's local authority. Edith's local authority assessed the risks to Edith and reported to the safeguarding enquiry that the family and care provider had differing views about quality, care and support.']

[Text on screen 'The care provider assured Edith's local authority that:

- Edith had fallen once; it was accidental and appropriate medical attention was sought
- the heating is on, and the temperature is checked regularly
- Edith's appetite varied but she is given food she likes as a means of encouraging her nutritional intake
- the lift has since been repaired

[Text on screen 'An action from the safeguarding enquiry, as Edith lacked mental capacity over deciding where to live, was that Edith's local authority held Best Interests discussions involving the family. The decision made in Edith's Best Interests was to move her to a different care home. Edith's family told SCD that Edith has said to them she is "much happier", and that she is "...much brighter, more settled and joining in activities...enjoying the singing and dancing..."]

[Text on screen 'National and regional updates were reported or circulated to the Partnership during the year within newsletters or ebulletins. These inform the Partnership's monitoring and quality activity to ensure our approach is relevant and up to date. Partnership members continued to ensure messages for safeguarding adults linked to these updates were widely shared in their organisation and networks.

- Anti-slavery Network bulletin
- Durham Safe Accommodation Strategy
- Durham Domestic Abuse Navigator service
- Revisiting Safeguarding Practice, new Government guidance.
- Care Quality Commission (CQC) report One year on from Out of Sight – what's changed?

- Human Rights Act extension to Government consultation
- Scam and fraud warnings and resources, focused on County Durham residents, people fleeing Ukraine, church communities, and Hajj pilgrims
- British Sign Language Act 2022
- Safeguarding arrangements under the new NHS Integrated Care Board
- County Durham and Tees Valley and National LeDeR Learning from Lives and Deaths - People with a learning disability and autistic people Annual Reports 2021/22
- NHS England Safeguarding Accountability and Assurance Framework
- Domestic Abuse Statutory Guidance
- Carers and Safeguarding briefing for people who work with carers
- Draft Mental Health Bill 2022
- Easy Read Human Rights postcards
- Anti-slavery Commissioner's Annual Report 2021/22
- CQC report Who I am Matters
- Government Working Definition of Trauma-Informed Practice
- Report on tackling suicide inequalities in Gypsy and Traveller communities
- What to do about self-neglect – learning from best practice ADASS webinar
- Transitional Safeguarding in Health resources
- ONS data on domestic abuse in people aged over 74
- Home Office Standards for Domestic Abuse Perpetrator Interventions
- Trauma informed care open narrative system
- International day of zero tolerance for female genital mutilation (FGM)
- International day for the elimination of racial discrimination
- Government information about the emergency alert test']

Looking Ahead

[Images icon and text box move from contents section to main area.]

[Text on screen 'The reviewed Strategic Plan and priorities for 2023 to 2026 will be agreed and published in 2023. We will continue the work to develop a pathway and toolkit about adults who are reluctant to engage with safeguarding support and plan to pilot it next year. The peer review clinics will address partners self-assessment']

[Text on screen 'Response to the findings from Safeguarding Adults Reviews. Raising awareness and improving practice remain priorities for the Partnership with the learning from SARs, and the application of the Mental Capacity Act 2015 in particular, providing a clear focal point. In relation to local SAR themes, the Partnership will ensure that key learning opportunities are accessible in 2023/24']

[Text on screen 'Closed cultures training will continue into next year and, to support the prevention of toxic cultures, this will include a session for providers on creating safer organisational cultures. To ensure that the wider findings from the Whorlton Hall SAR are acted upon, the Partnership will be working with national agencies such as NHS England and the Department of Health and Social Care']

[Text on screen 'Mental Capacity (Amendment) Act 2019 and Liberty Protection Safeguards. Once the final new Code is issued following the consultation that closed in July 2022, relevant information, resources and training will be updated']

[Text on screen 'We will continue to engage with adults in the future. Making Safeguarding Personal ensures that adults are central in safeguarding adults. Campaign related activities will be developed during 2023/24 by working co-productively with adults who draw on services. Our aim is to support all client groups to be 'empowered' to report abuse and neglect']

[Text on screen 'Messages for the public will continue to be delivered. The Communication and Engagement Group will continue its longstanding focus to engage people and communities with the message that safeguarding is everybody's business via bulletins about awareness days, the newsletter, and our website. We will also hold community engagement events']

[Text on screen 'Support for practitioners and providers. The findings of the practitioners' survey will be supported through ongoing work, continuing our focus on issues of self-neglect and developing new resources including.

- Continuation of the series of guides on the Mental Capacity Act and what good looks like
- The development of work on safeguarding and transitions
- Continuation of the series of guides on the Mental Capacity Act 2005
- The development of work on safeguarding and transitions
- The publication of our agreed pathway for working with adults who are reluctant to engage with safeguarding support
- Multi-agency training including new short single topic workshops
- Safeguarding Week 2023 events, which will be joint with Durham Safeguarding Children's Partnership
- We will carry out a training needs survey with partners

Partner's action reports

[Images icon and text box move from contents section to main area.]

{images of contents section disappear and the Durham Constabulary Logo image appears}

[Text on screen '**Looking back. Partners share learning from our focus on recovery from the Covid-19 pandemic and from SARs – in changing practice and in safeguarding adults.**

The Constabulary have worked closely with Operation Soteria - a police and Crown Prosecution Service (CPS) programme to develop new operating models for the investigation and prosecution of rape, with particular focus on improvements in dealing with vulnerable victims. This links in with the main themes of recent SAR's to improve and encourage engagement']

[Image of NHS North East & North Cumbria Integrated Care Board Logo appears]

[Text on screen 'In response to this the NHS North East and North Cumbria Integrated Care Board Durham Safeguarding team used the planned teaching sessions for Primary Care to highlight these issues with an overview then a session on resources, advice and support available to Primary Care staff. The sessions also highlighted the need to reinforce the effective use of capacity assessments, and this has helped inform future sessions in 23/24']

[Image of Durham County Council Logo appears]

[Text on screen 'Adult and Health Services. The Council's in-house Adult Care service provider, County Durham Care and Support, launched the Breakthrough Service in February 2023 providing intensive specialist interventions to support vulnerable adults presenting with self-neglect and hoarding. The model of intervention promotes multi-agency approaches to working with adults to identify long-term solutions']

[Text on screen 'Housing Solutions. The most recent SARs have not required any involvement from Housing. This was highlighted as part of the DSAP self-assessment process, it has been confirmed that there were no actions from Housing following the SARs. Going forward Housing will be invited as optional attendees however we will make every attempt to attend to learn from actions for other organisations']

[Image of National Probation Service Logo appears]

[Text on screen 'The Probation Service during Covid-19 and in its recovery activity continued to prioritise focus on safeguarding, vulnerability and management of the risk of serious harm. These remain organisational objectives in relation to the supervision of adults']

[Image of NHS County Durham and Darlington NHS Foundation Trust Logo appears]

[Text on screen 'Our organisation now has an alcohol specialist team within the acute hospital site, whilst this is not specifically in response to SARs or COVID recovery, this is a good example of a specialist service being introduced in relation to rising public health problems of our population. Alcohol abuse is a feature in some SARs.']

[Text on screen 'From the last return CDDFT also have a full time Independent Domestic Violence Advocate (IDVA) working into the Trust funded by an on-going project between public health and Harbour, the local domestic abuse service. CDDFT also have recently employed a domestic abuse specialist nurse this is also in reaction to the needs of the local population and to raise positive outcomes when people disclose domestic abuse. Both of these roles are in direct response to learning from Domestic Homicide Reviews (DHRs)']

[Image of County Durham and Darlington Fire and Rescue Service Logo appears]

[Text on screen 'Through a risk-based approach, throughout the pandemic we maintained our physical delivery of our statutory duties of prevention, protection, and response. Safeguarding features in all our prevention, protection, and response activities and this is where we will identify potential safeguarding issues and referrals. We have a tool on our website for any member of the public to do a self-assessment of the fire risk in their home. The tool provides advice to all and encourages those who are deemed at highest risk to arrange a dedicated fire service visit']

[Image of Tees, Esk and Wear Valleys NHS Foundation Trust Logo appears]

[Text on screen 'The Trust has continued to develop and learn from Covid-19 and across many services, but not all, more hybrid working arrangements are in place. However, the focus has been on trying to get back to service as usual and ensuring that the patient is at the centre of this and that we personalise the care. The themes that have come from Durham SARs are very similar to themes from other localities the Trust cover and internal learning. Some developments that have come from this include the development of a voice-over training for TEWV staff around good record keeping for safeguarding']

[Text on screen 'This has been shared extensively to support the safeguarding processes. Continued increase of Trust safeguarding team presence in clinical areas in particular inpatient areas, following very positive feedback from last year with the purpose of bringing the safeguarding expertise closer to clinical services to support and upskill the workforce']

[Image of Durham Constabulary Logo appears]

[Text on screen '**Partners share good practice and how the Partnership supported improvements.** Durham Constabulary has a close working relationship with the Partnership. The Partnership has been consulted and have assisted in the awareness training for current officers, this captures the themes from recent SARs. They have further assisted in the training package for new recruits. All safeguarding staff are omni-competent in safeguarding adults' investigations. There is a central referral unit within the Multi-Agency Safeguarding Hub (MASH) which receives adult concern forms from multi-agency partners and allocates to the best resource']

[Image of NHS North East & North Cumbria Integrated Care Board Logo appears]

[Text on screen 'Partnership training information, staff briefings and bulletins around several aspects of safeguarding have been distributed to a number of staff across the organisation via newsletters and through training sessions']

[Image of Durham County Council Logo appears]

[Text on screen 'Adult and Health Services. The Adult Care Service rolled out full day face to face Risk Factor training, mandatory for all staff, early 2023. The training included a workshop on learning from SARs and other case reviews, with case studies for staff to work on in groups based on case reviews. The workshop was developed and delivered jointly with the DSAP Training and Development Officer']

[Text on screen 'Housing Solutions. In response to an increase in drug related deaths in the homeless community it was arranged that County Durham Drug and Alcohol Recovery Services would provide training to the front-line rough sleeper and complex team staff within Housing Solutions. The training focussed on recognising the signs of drug misuse and opioid overdoses, and staff were trained on using naloxone, and provided their own kits to take away']

[Text on screen 'The kits can be used by staff when on visits/outreach if they come across anyone suffering from a drug overdose. In addition staff were also provided harm minimisation advice, which can be passed on to clients, to make their drug use as safe as possible']

[Image of National Probation Service Logo appears]

[Text on screen 'I hear of examples of when a Multi-Disciplinary Team Meeting is working well with all key partners engaged and "wrapped around" an individual – so an example would be effective MDTs']

[Image of County Durham and Darlington NHS Foundation Trust Logo appears]

[Text on screen 'Our organisation, from gathering and reporting safeguarding referrals which the Trust have received in relation to the care it provides, have been able to identify trends and this has led to focused work. One of these trends is inadequate discharge process; having this data has enabled the safeguarding team to focus and engage with key stakeholders within the Trust for the discharge process to reduce the risk of harm']

[Text on screen 'This work is on-going and continues to be monitored as a trend. The number of section 42s received about discharge has continued to reduce each quarter since its peak']

[Image of County Durham and Darlington Fire and Rescue Service Logo appears]

[Text on screen 'Our latest full inspection by Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS), in 2022, included an assessment of how effective the Fire and Rescue Service is at keeping people safe and secure from fire and other risks. The inspection found that "The service responds well to safeguarding concerns"]

[Image of Tees, Esk and Wear Valleys NHS Foundation Trust Logo appears]

[Text on screen 'The Trust embarked on a 'Journey to Change' and as one of the 5 key areas the Journey focuses on co-creation is one of them. It states we will seek out and act upon the voices of the people we work with to improve care. As part of this journey the Trust have appointed 2 Lived Experience Directors which highlights the commitment from the Trust to ensure this is embedded into everyday practice and development']

[Image of Durham Constabulary Logo appears]

[Text on screen '**Looking ahead. Partners share their focus on safeguarding adults for 2023/24.** We will continue to work with the partnership to raise awareness and address the complex issues of vulnerable adults. Front line officers will continue to be informed of issues in the community. We will work with the partnership to attend community groups and raise awareness of the work the partnership undertakes. Work continues in our multi agency safeguarding hub to quality check referrals from partners regarding adults and ensure support and care is provided to those in need]

[Image of NHS North East & North Cumbria Integrated Care Board Logo appears]

[Text on screen 'The team will continue to work with Durham Safeguarding Adults Partnership to address the findings identified within the Whorlton Hall Safeguarding Adults Review']

[Image of Durham County Council Logo appears]

[Text on screen 'Adult and Health Services. The Council has worked with Itelligent-i software company to develop Business Intelligence dashboards. Service specific safeguarding dashboards have been developed to enable live data analysis for operational and senior managers. This will improve the service's ability to monitor and identify trends and target audit and practice improvement work. In preparing for inspection the service has strengthened its ability to use data analysis to report on and manage adult safeguarding performance; this will be developed further over the coming year']

[Text on screen 'Housing Solutions. Improving health outcomes for those experiencing homelessness will be a major focus in 2023/24. Housing Solutions have worked with staff from Public Health and County Durham Drug and Alcohol Recovery Services (CDDARS) reviewing materials and information available to Housing Solutions staff, enabling them to feel confident in asking clients about their substance use and then signposting them on to the relevant local service']

[Text on screen 'Housing Solutions staff will also be working alongside the new 'Health Squad' to support those who are struggling to access mainstream health services, for example because they are rough sleeping, have access and support from healthcare professionals']

[Text on screen 'Following the recent DSAP self-assessment Housing Solutions will introduce quarterly safeguarding workshops for staff. The purpose of these workshops will be to discuss and share best practice, complete case studies, and take forward any recommendations and actions']

[Image of National Probation Service Logo appears]

[Text on screen 'Domestic Abuse and Safeguarding remain priority areas with increased focus and assurance on enquiries made and recorded to inform effective risk assessment and management planning. This is integral to effective Probation practice and the focus has been refreshed further to widely reported high profile cases reviewed by HMIP']

[[Image of County Durham and Darlington NHS Foundation Trust Logo appears]

[Text on screen 'One of our aims for 23/24 is to create a network of domestic abuse champions in our Trust. The aim of this is to strengthen the response from our staff to people who are experiencing domestic abuse ensuring that they are asked about their experience on admission into hospital and offered support from specialist services when they do disclose. We aim to have one champion on each ward and department who will have higher level of domestic abuse training from the Domestic Abuse Specialist Nurse, and they will be able to support clinical staff in that area when the Domestic Abuse Specialist Nurse is unavailable']

[Image of County Durham and Darlington Fire and Rescue Service Logo appears]

[Text on screen 'The Service currently use the Disclosure and Barring Service (DBS) for checks for certain roles. Fire and Rescue Authority (FRA) employees, as of 6 July 2023, are now listed in schedule 1 in the Rehabilitation of Offenders Act (Exceptions) Order 1975 and are eligible for Standard DBS checks. This new eligibility augments existing access to Basic DBS checks for all FRA employees and Enhanced DBS checks with a check of the relevant adults' or children's barred list for those employees who undertake certain activities']

[Text on screen 'The National Fire Chiefs Council has produced new guidance on use of DBS checks in fire and rescue services and related matters and we will be analysing this guidance to ensure we meet the guidance and strengthen our current practices']

[Image of Tees, Esk and Wear Valleys NHS Foundation Trust Logo appears]

[Text on screen 'There has been an increasing number of safeguarding concerns, serious incidents and SARs that feature self-neglect as the primary type of abuse for the individual concerned. Through a Trust Self-Neglect (Safeguarding) week, the safeguarding team will raise awareness to embed learning from these reviews, inclusive of local resources, training and briefings that will equip front-line staff with the information they need to assist patients at risk of self-neglect get the right support they need']

[Text on screen 'Thanks for watching, for more information, visit our website on <http://www.safeguardingdurhamadults.info/>']